

First Steps Provider Advisory Group 7-17-06 Minutes

Location: DOH Kent office

Time: 10:30am to 2:30pm

Attendees: Lisa Campbell-John, Karen Jacobsen, Sandy Owen, Susan Gage, Annette Barfield, Frank Busichio, Karla Cain, Ann Best, Suzanne Plemmons, Nita Lynn, Nancy Anderson, Kathy Chapman, Kelly Finney, Beth Siemon, Cynthia Huskey, Kathi LLoyd, Becky Peters, Lenore Lawrence, Maureen Lally, Laurie Cawthon, Tammy Dobson.

Introductions & Expectations- Beth Siemon had everyone introduce themselves and identify what they were expecting from this meeting. The expectations list was kept to review at the end of the meeting.

Overview of political climate- Nancy Anderson reminded everyone why and how the First Steps program started. She mentioned this program needed more accountability. There is pressure from the State/Federal level because of many issues, including:

- Medicaid and other cuts to the budget
- Medicaid federal audit with additional program monitoring
- The Governor expects better measurement of outcomes (GMAP)

Questions to think about:

(1) How close are we to the program goals?

(2) How can we be financially stable?

Handouts- Nancy gave data reports on MSS and ICM service utilization.

Finances- In March 2005, Nancy received a phone call saying the program had exceeded its budget of \$25 million dollars and the program was over budget. As a result there were rate cuts effective July 1, 2005. The good news currently is that we are right where we need to be financially, but the bad news is we have no extra money.

Take home message: When we talk about improving program services we must always keep the budget in mind.

Questions for Nancy Anderson:

Q: Will we ever get the money back that was cut in the 2005 rates?

A: No, the state paid more money than what was budgeted and the rate decrease corrected that issue.

Q: Do we know how much of the budget King County is using? 20% or closer to 80%?

A: We do not have that information here today, but we can assume it is closer to 80%. King Co. is using a larger chunk of the money because they serve a greater portion of the WA state population. Lenore also added that the data on provider usage is on the website.

First Steps Program Status and Future - Kathy Chapman gave a power point presentation on the work completed this past year by the state First Steps team and where we are headed.

Topics discussed in the presentation include:

Consolidation: Consolidate, organize and sort out all the past issues with the present

Consistency: Aligning the First Steps manual, the assurances, billing instructions, with the CFR, RCW and WAC.

Compliance: Are we ready for an audit? Are local agencies ready if they are audited?

Continuity: Stable budget, program outcomes,

Communication: Improving communication so that we are giving a consistent message to the right people. Current methods of communication with providers:

- PAG
- Newsletter
- Local provider meetings
- County leads
- First Steps listserv
- First Steps website.

Questions for Kathy Chapman:

Q: Why develop a logic model now?

A: This is just one tool to help focus the strategic planning process for our program and it also aligns with the governor's emphasis on GMAP.

Comment: Nita Lynn had mentioned she had a very good model that may help us with this logic model process.

Q: You mentioned the documentation improvement policy, what is that?

A: In January 2007, the state will be reviewing all the comments and concerns about the new documentation forms and will implement a Quality Improvement process. Kathy mentioned this will be a slow, thoughtful process possibly starting with the client visit record.

PAG Charter- Cynthia Huskey reviewed the PAG charter. She asked the PAG members to think about their role and offer any feedback to her or Beth Siemon.

The main purpose of the PAG is to provide a forum for local providers and state staff to exchange information and provide an opportunity for local programs to give valuable advice to the state.

Questions for Cynthia:

Q: When you talk about First Steps are you talking about First Steps in general or NFP?

A: I am just referring to the First Steps program. NFP is a separate program.

Q: What is the Provider Advisory Group's role in communicating to other providers?

A: The PAG was chosen because they are representatives of FS providers; but we cannot ask members to represent groups on the PAG. The state will post meeting minutes on the FS website for other providers to understand what was talked about during our meetings. The PAG members may choose to share what they hear at meetings with other providers, and then bring back input to the group, but that is not a requirement.

First Steps Database- Laurie Cawthon presented data compiled between the years 1989-2004. Laurie presented the data showing (See handout):

- First Steps providers make the same # of visits to low risk as high risk clients
- Women with hypertension are 3x more likely to have a low birth weight baby compared to women without hypertension, taking into consideration all the risk factors in the study.

Comments:

- One provider mentioned her county or area has a real problem with meth use. She knows who the high risk clients are, but she just cannot find them.
- Need to see both low and high risk clients, so that agencies can afford to do the leg work to serve the high risk clients.
- When thinking about issues around American Indians we have to remember that they have health care coverage through their tribes and do not receive the same services as non-tribal members.

Questions to Laurie:

Q: Are all risk factors listed in the report statistically significant?

A: yes

First Steps Manual- Becky handed out copies of the recent version of the First Steps Manual. The manual should be completed and available on the First Steps website by September 1, 2006. Eventually the manual will be placed into the DSHS web-based manual and Becky showed examples of other DSHS manuals online.

The PAG was offered the opportunity to review the current version of the manual and send feedback to Becky Peters in one week due to tight turn around with the contractor.

Comments:

- In interim send the manual out in PDF
- Send the manual in separate chapters so the document is not so big and can be opened and printed easily
- The current graphic, on the front of the manual, may be confused with the ABC training and people suggested using the footstep graphic instead

ABC First Steps Online Training- Kathi Lloyd shared with the group that the First Steps ABC training that has been developed into a one-hour online web training through the SmartPH system. Kathi and Tammy Dobson reviewed the online training, how the SmartPH system works and what other trainings would be available to providers as well. Tammy Dobson helped develop the SmartPH system for DOH.

Kathi also announced the web training will be piloted by 8 agencies beginning Sept 1, 2006. Once the pilot is complete, comments will be incorporated in late October 2006, and the training will be available for providers around the middle of November 2006.

Wrap up: Beth Siemon wrapped up the day by reviewing the group's original expectations and identifying those items that need follow up or ongoing discussions at future PAG meetings. Things from the list that should be continued in future PAG meetings included:

- Listen and hear what the providers have to say
- Exchange information
- Two way communication
- Agenda items from the provider side
- More time on the agenda for providers to offer feedback

